

Hearing Remote app

User Guide



Getting started

Intended use

The Hearing Remote app is intended for hearing aids users to adjust certain aspects of compatible Bluetooth wireless hearing aids through Android and Apple iOS devices¹.

Compatibility information:

⚠ Compatible Bluetooth wireless hearing aids are required to use the Hearing Remote app.

The Hearing Remote app can be used on devices with Bluetooth® Low-Energy (BT-LE) capability and is compatible with iPhone 5s or newer running iOS Version 10.2 or newer.

The Hearing Remote app can be used on Google Mobile Services (GMS) certified Android devices supporting Bluetooth 4.2 and Android OS 6.0 or newer.

ⓘ Some phones have touch sounds or keypad tones, which could be streamed to the hearing aid(s). To avoid this, go to your phone settings, select sounds and make sure that all touch sounds and keypad tones are deactivated.

¹ Compatible phones: The Hearing Remote app can be used only on phones with Bluetooth® low energy technology capability.

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Apple, the Apple logo, iPhone, and iOS are trademarks of Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple Inc.

Android, Google Play, and the Google Play logo are trademarks of Google Inc.

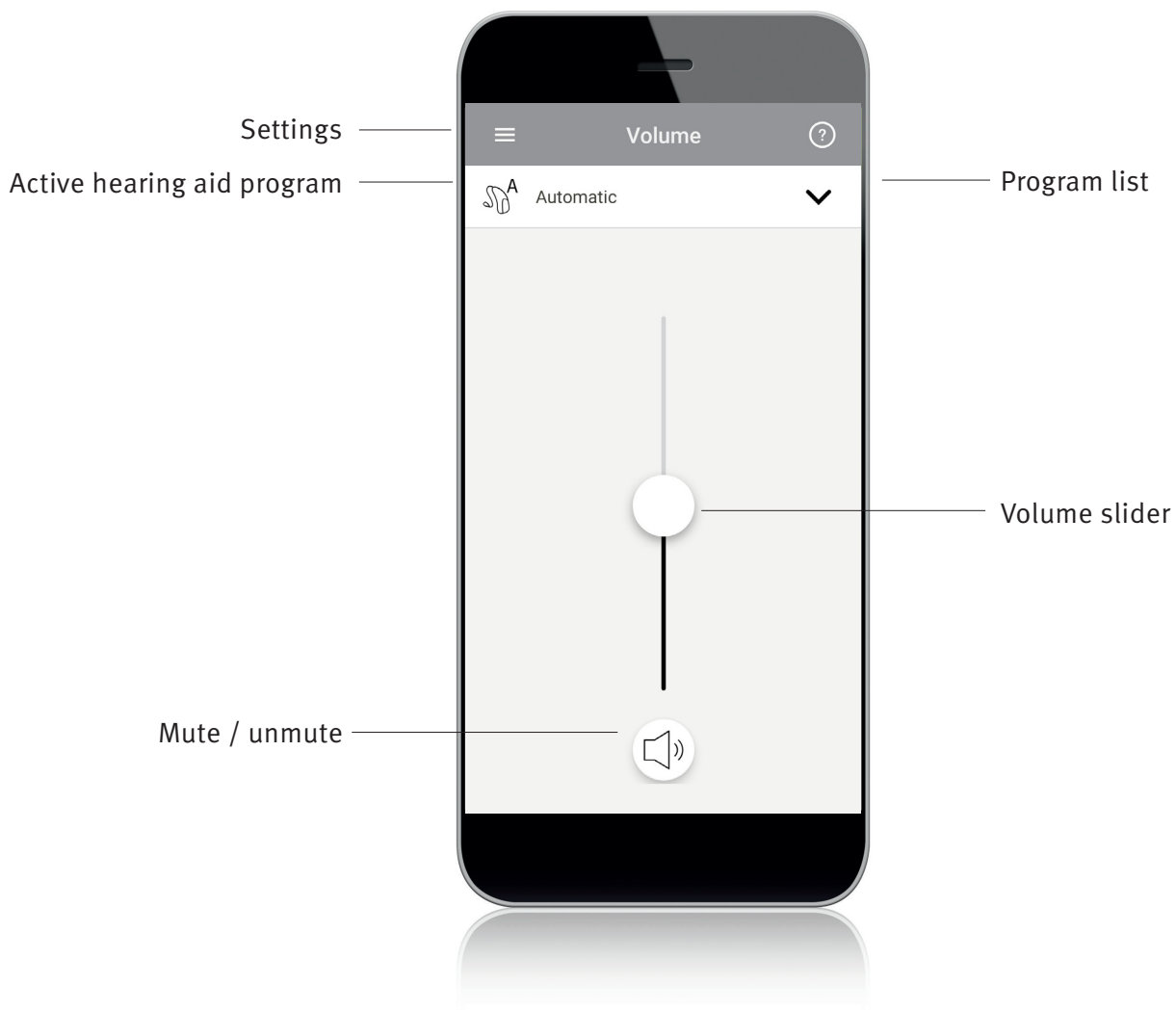


CE mark applied 2018

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App overview



Privacy policy

Accepting the app privacy notice

To use the Hearing Remote app, you need to accept the privacy notice and the anonymous data analysis of the usage from the app.

Privacy Notice

In order, among other purposes, to identify you, to enable the functionalities of Hearing Remote and to improve our service, we will collect some information about you such as hearing serial number, information regarding hearing aid settings and hearing aid usage.

Please read carefully the privacy notice. The installation of Hearing Remote is an acknowledgement that you have read, understood, and agreed to the privacy notice that will apply to any data that we collect when you will use Hearing Remote and/or that we collected through your use of previous version of Hearing Remote.

Privacy Notice

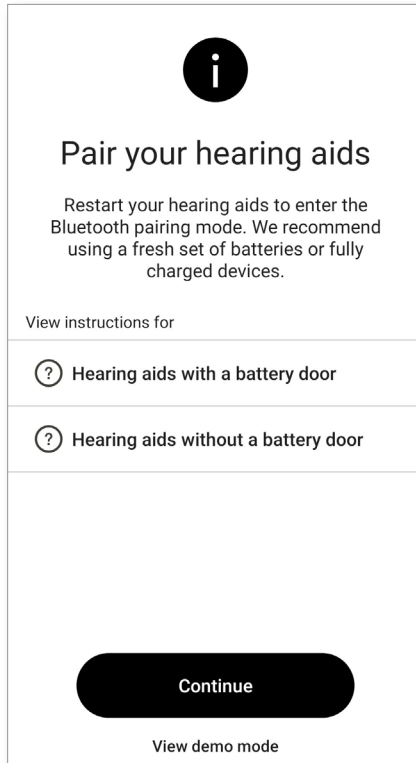
Last updated: 2019 April 8

Sonova AG respects your privacy and is committed to protecting it through our compliance with this notice. This notice describes the types of information we may collect from you or that you may provide when you are using the Hearing Remote (the "Application" or "Hearing Remote") and our practices for collecting, using, maintaining, protecting, and

Accept

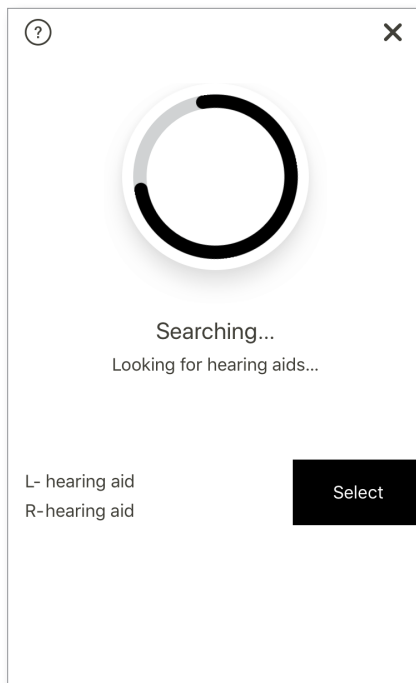
Pairing with hearing aid(s)

Detect your hearing aid(s)



- ① If your hearing aid(s) have a battery door, restart your hearing aids by opening and closing the battery door. If your hearing aid(s) does/do not have a battery door, first turn off each hearing aid by pressing the lower part of the button until the LED turns red (4 sec). Then turn on each hearing aid by pressing the same button until the LED turns green (2 sec).
- ① You can always select the “demo” mode to try the app without connecting a compatible hearing aid and get a first impression of the functionalities. In this mode no remote control functionality is available for your hearing aids.

Select your hearing aid(s)

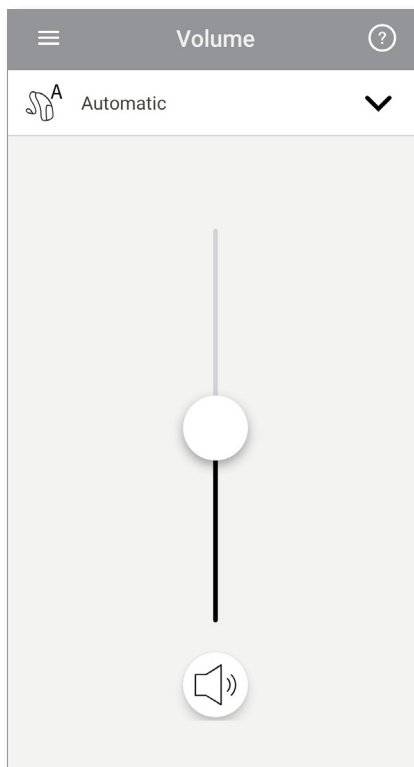


- ① If more than one set of devices have been detected by the app, press the button on your hearing aid and the corresponding device will be highlighted in the app.

Main screen

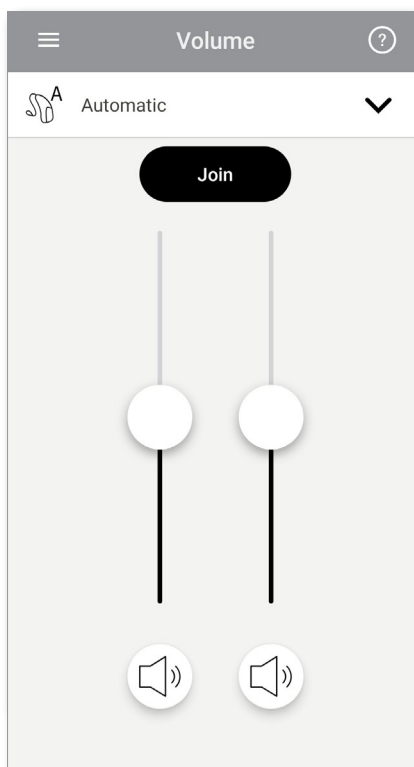
Adjust hearing aid volume

Move the slider up or down to increase or decrease the hearing aid volume on both sides. Press the mute button below the slider to mute or unmute the hearing aids.



Split the volume

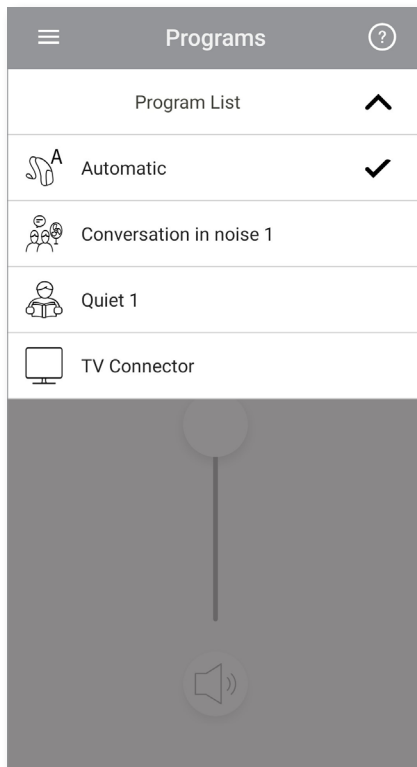
If "Side selection" is turned on in the app settings, a button appears on top of the slider. Press the "Split" button to control the volume on each hearing aid separately.




Changing programs on the hearing aid(s)

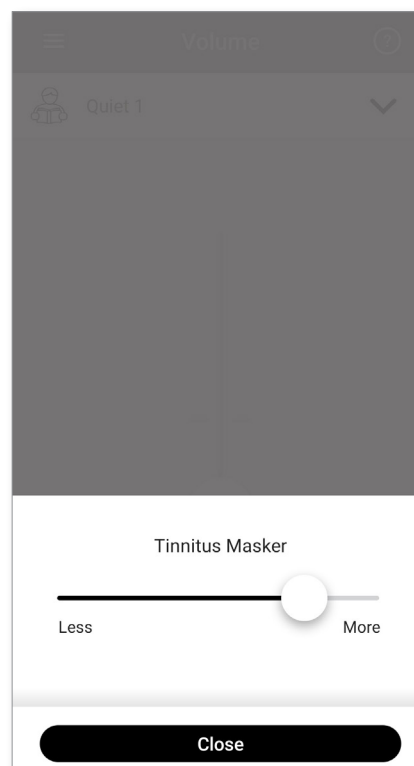
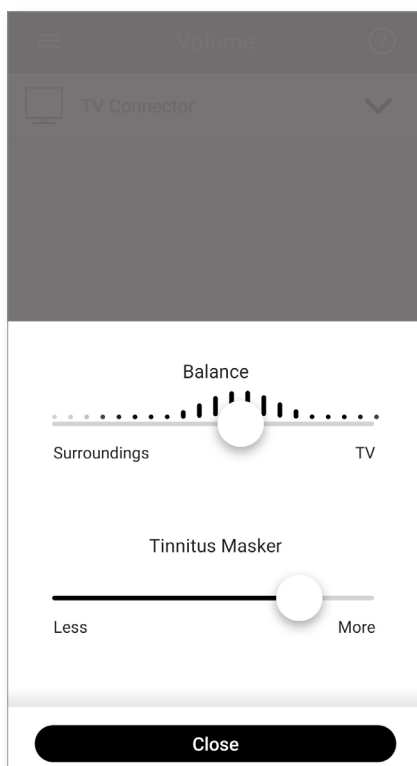
Select another program

Tap the arrow beside the current program name to see all available programs. Tap the desired program.



Advanced program settings

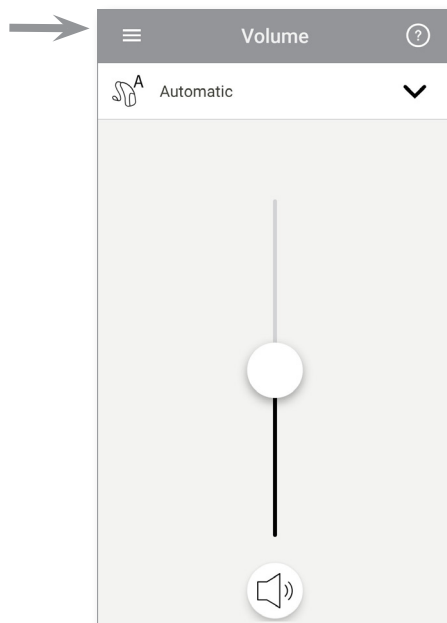
Further adjustments are available depending on your hearing aid configuration or connected audio sources (TV Connector). Tap the  button at the bottom-right corner to access these options:



Settings menu

The app is available in different languages. It will automatically match the language of the phone's operating system. If the phone's language is not supported, the default language is English.

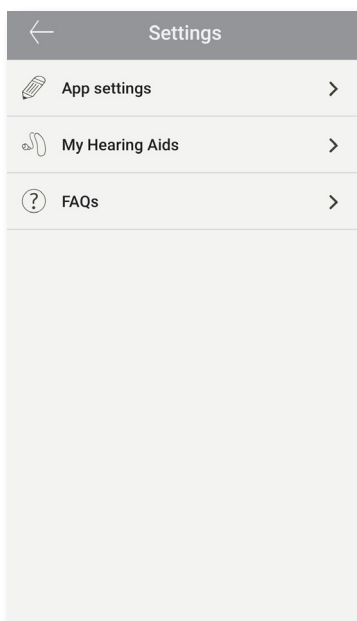
1) Tap the  icon on the main screen to access the settings menu.



2) Select “App settings” to access application settings.

3) Select “My Hearing Aids” to access hearing aid specific settings.

4) Select “FAQs” to view frequently asked questions about the app and the hearing aids in the phone's web browser.



Compliance Information

Declaration of conformity

Hereby Sonova AG declares that this product is in compliance with the essential requirements of the Medical Devices Directive 93/42/EEC. The full text of the Declaration of Conformity can be obtained from the manufacturer's representative, Sonova AG, whose address can be taken from the list on <http://www.sonova.com>.

- ⓘ If the hearing aids do not respond to the device because of an unusual field disturbance, move away from the disturbing field.
- ⓘ Instructions are available at: unitron.com/appguide in Adobe® Acrobat® PDF format. To view them, you must have Adobe Acrobat Reader installed. Visit Adobe.com to download.
- ⓘ To obtain a free paper copy of the instructions, please contact your local Sonova representative. A copy will be sent within 7 days.

Information and explanation of symbols



With the CE symbol, Sonova AG confirms that this product – including accessories – meets the requirements of the Medical Devices Directive 93/42/EEC.

The numbers after the CE symbol correspond to the code of certified institutions that were consulted under the above-mentioned directives.



This symbol indicates that it is important for the user to read and take into account the relevant information in this user guide.



This symbol indicates that it is important for the user to pay attention to the relevant warning notices in this user guide.



Important information for handling and effective use of the product.



Copyright symbol



This symbol shall be accompanied by the name and the address of the manufacturer (who are placing this device on the market).



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